

About the privacy policy at kpg hotel & resort

Unless otherwise indicated by the pertinent companies, kpg hotel&resort and its affiliated companies (as a general rule, this refers to subsidiaries and related companies of kato pleasure group co., ltc that are specified on the homepage of kato pleasure group co., ltc, but other companies that are specially approved by kato pleasure group co., ltc are also included. They are hereinafter referred to as "kpg group") set forth the "privacy policy" as follows regarding the handling of personally identifiable information (hereinafter referred to as "personal information") of customers and clients that are handled for business and strive to protect it.

About the obtainment of personal information.

- Our company will obtain personal information through lawful and fair methods.

Observance of laws and ordinances.

- We will observe laws, ordinances, and other regulations related to the handling of personal information and strive to continuously review and improve the content of this privacy policy.

Organization and structure

- Our company will appoint a personal information protection manager and conduct appropriate management of personal information.
- Our company will conduct training to executives and employees regarding appropriate methods of protecting and managing personal information to ensure that personal information is handled appropriately in daily tasks.

Drafting, execution, maintenance, and improvement of the personal information protection compliance program.

- In order to carry out this policy, our company will draft a personal information protection compliance program (includes this privacy policy, the "Official Personal Information Protection Regulations," and other regulations), share them with appropriate personnel, execute it thoroughly, maintain it, and continuously improve it.

About the use of personal information.

- Our company will use personal information within the range of purposes of use presented at the time of obtainment as necessary to execute work. When jointly using personal information with third parties or entrusting the handling of personal information to third parties, our company will first conduct a careful investigation on the pertinent third parties and then perform appropriate monitoring on the third parties so that they maintain confidentiality.

About the disclosure and provision of personal information to third parties.

Excluding the following situations, we will not disclose or provide personal information to third parties without consent from the person in question.

- Disclosing or providing it in a form in which individuals cannot be distinguished (statistical data, etc.)
- Disclosing or providing it to companies entrusted with work within a range necessary for work.
- Transferring the business due to a merger, corporate separation, transfer or business, or another reason.
- Disclosure or provision is mandated by laws or ordinances.

About the management of personal information.

- Our company will maintain the accuracy of personal information and manage them safely. In order to prevent the loss, destruction, falsification, or leakage of personal information, our company will take appropriate information security measures against unauthorized access, computer viruses, and other threats.
- Our company will not allow any leakage of personal information by extracting it and sending it externally.

About the Disclosure, Correction, and Discontinuation of Use of Personal Information.

- If the person in question confirms that they have the right to request the disclosure, correction, discontinuation of use, or deletion of their personal information and submits a request, our company will rapidly satisfy the request without objection.

About customers' personal information owned by the kpg group

About purposes of use.

KPG HOTEL&RESORT and KPG Group companies will use personal information for the following purposes.

- Contacts regarding transactions and related topics.
- Provisions of services from restaurants, hotels, and other businesses operated by the KPG Group.
- Execution of contracts signed between customers and the KPG Group.
- Notifications regarding services from restaurants, hotels, and other businesses operated by the KPG Group and information about related services.
- Information about fairs and other events hosted (chiefly, jointly, or cooperatively) by the KPG Group.
- Requests to monitor products and participate in surveys.
- Responses to inquiries, requests for information, and other requests.
- Purposes for which prior consent has been obtained from customers.

About joint use of personal information.

The following KPG Group companies will jointly use customers' personal information. Companies partaking in joint use (companies listed below) .

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|----------------------|---------------------------------|-----------------------|
| • K-Express | • K-Treasure Asset Management | • M&C |
| • KPG River Cruise | • KH Resort Management | • Pleasure One |
| • KPG Hotel & Resort | • KPG Asset Management Okinawa | • Kato Pleasure Group |
| • TKN Architect | • IMD Alliance • Grandis Estate | |
| • Session-One | • Triplets | |

Purposes of use.

- Contacts regarding transactions and related topics.
- Provisions of products and services offered by the companies listed above.
- Execution of contracts signed between customers and the companies listed above.
- Notifications regarding services from products and services offered by the companies listed above and information about related services.
- Information about fairs and other events hosted (chiefly, jointly, or cooperatively) by the companies listed above.
- Requests to monitor products and participate in surveys.
- Responses to inquiries, requests for information, and other requests.
- Purposes for which prior consent has been obtained from customers.

Categories of Personal Information Used Jointly

Name, Company Name, Department, Occupation, Address, Phone Number, FAX Number, Email Address, Etc.

About procedures related to disclosure and other actions of personal information.

For requests from the person in question to notify purposes of use, disclose, correct, add, or delete content, discontinue use, delete, or stop provision to third parties of personal data owned by the company, fill out the request documents specified by the company and submit it through mail or in person along with documents to identify the person in question (original or copy of a driver license, resident card, etc.). If the request is from a proxy, also submit a document that confirms that the submission is by proxy (letter of proxy, copy of family register, transcript, etc.).

In order to protect privacy, responses from the company will be sent to the person in question through mail that can only be received by the person in question as a general rule. Even if the request is sent by proxy, please understand that we may respond directly to the person in question.

For questions or concerns regarding the handling of personal information by the company, please contact the below.

[The Company's Corporate Planning Department]
Phone Number: 06-6771-0111 (Representative) (Weekdays from 9:30am - 6:00pm)
FAX Number: 06-6771-7264

Party Responsible for the Management of Personal Information

KPG HOTEL&RESORT